



DETERMINE A TARGET OCCUPANCY MATRIX INCLUDING A TARGET
OCCUPANCY FOR EACH AGENT OF THE AGENTS OF THE AUTOMATIC
CALL DISTRIBUTOR FOR EACH CALL TYPE OF THE PLURALITY OF
CALL TYPES

PROCESS A CALL OF A FIRST TYPE OF THE TYPES DETERMINED IN
THE TARGET OCCUPANCY MATRIX

ASSIGN THE CALL TO AN AGENT OF THE AGENTS OF THE AUTOMATIC
CALL DISTRIBUTOR WITH A LARGEST RELATIVE DIFFERENCE BETWEEN
AN ACTUAL OCCUPANCY OF CALLS OF THE FIRST TYPE HANDLED BY
THE AGENT AND THE TARGET OCCUPANCY OF CALLS OF THE FIRST
TYPE DETERMINED FOR THE AGENT IN THE TARGET OCCUPANCY
MATRIX.

FIG. 3

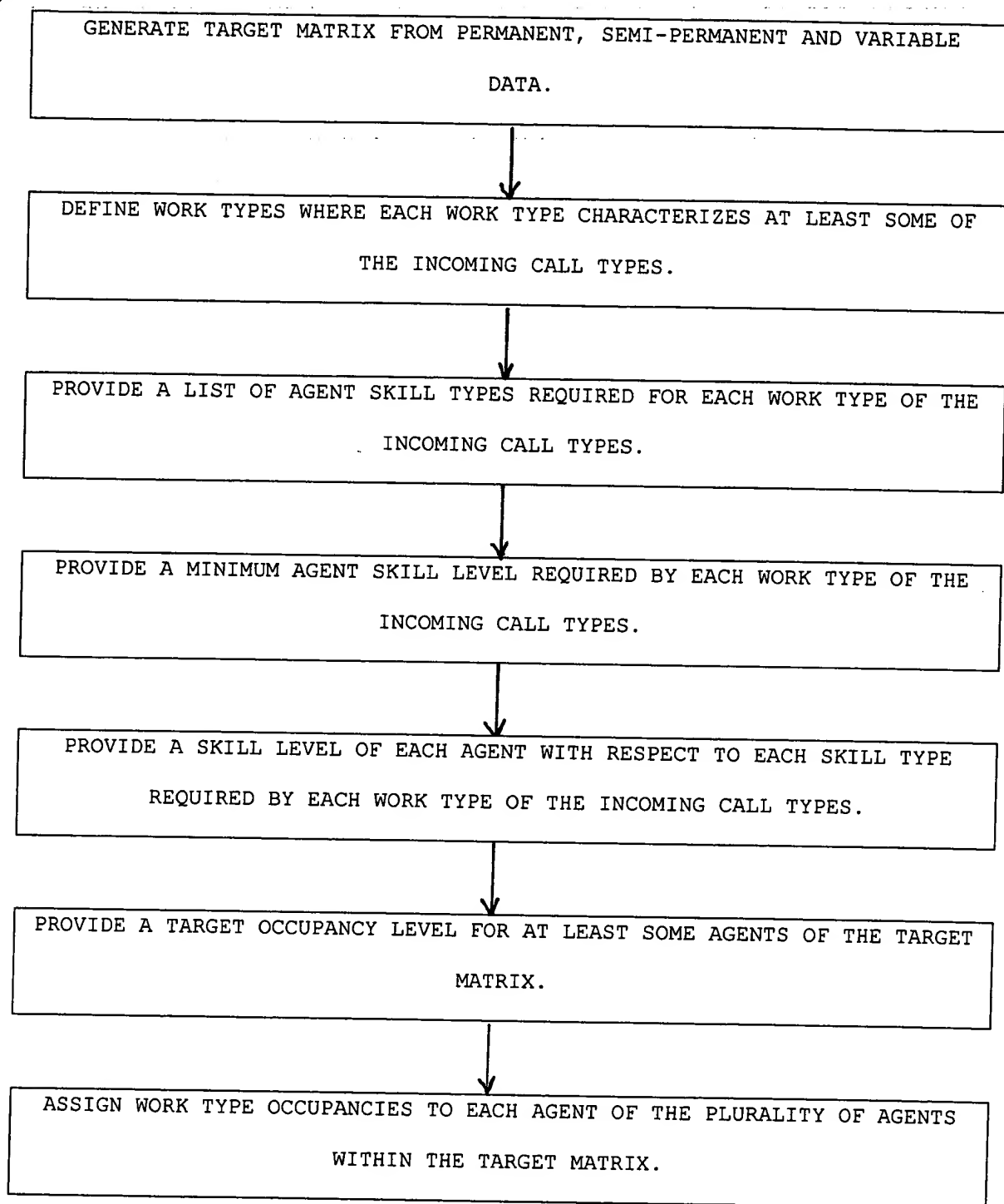


FIG. 4

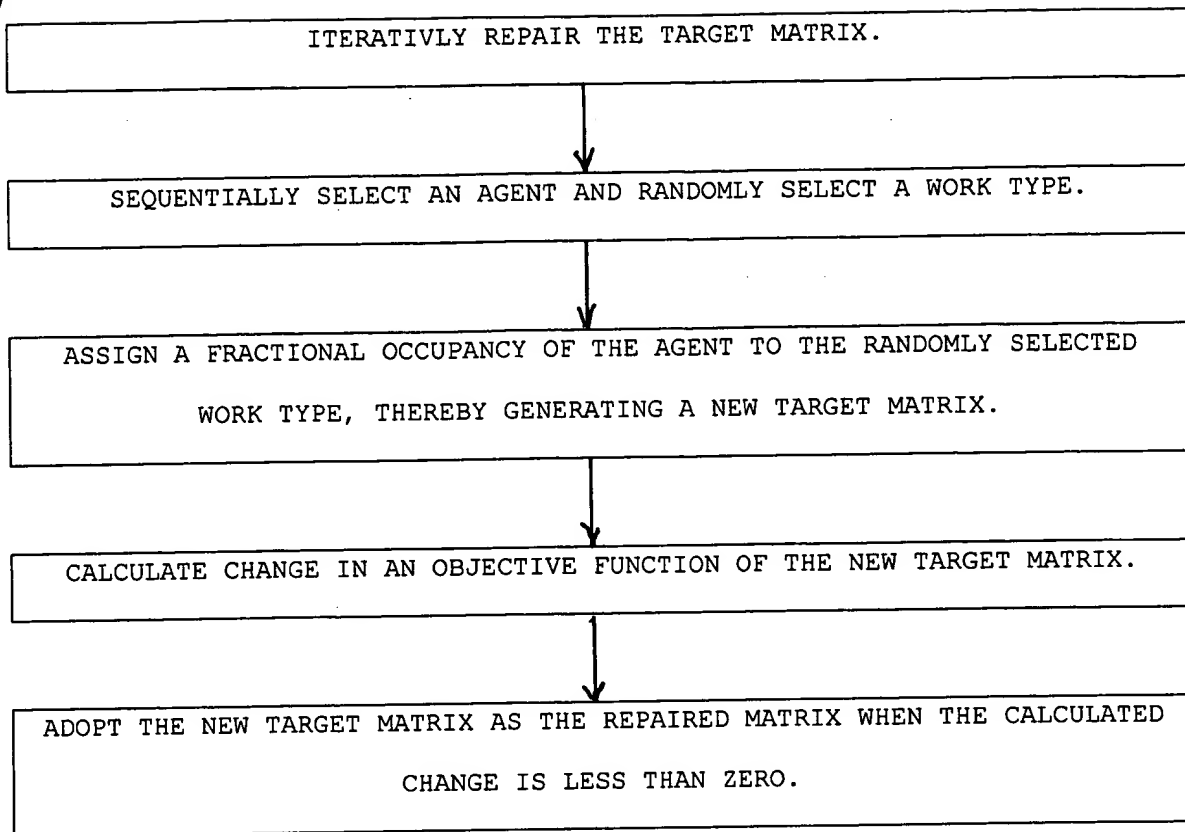


FIG. 5